



**WELSH LANGUAGE STANDARDS IMPLEMENTATION PLAN**

**January 2017**

**Prepared in accordance with the requirements of the Welsh Language Standards (No. 2)  
Regulations 2016**

## 1. Introduction

- 1.1 The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (the Welsh Language Standards (No.2) Regulations 2016). The standards issued to S4C and which are referred to in this document are listed in the 'Compliance Notice' (available at [www.s4c.cymru](http://www.s4c.cymru)).
- 1.2 This document has been created to comply with the following standards with which S4C are under a duty to comply - 151, 153, 157, 159 and 165. This document will state how we intend to comply with the service delivery standards, policy making standards and the operational standards issued to S4C. It also states our arrangements for promoting and facilitating the service delivery standards and for overseeing the service delivery standards and policy making standards with which we are under a duty to comply.
- 1.3 S4C is committed to developing and facilitating the use of Welsh internally and to help the public in Wales use Welsh as part of their everyday life. Being 'Welsh' is one of our core values: "The Welsh language is central to everything we do. We celebrate the culture and lives of the people of our country through the medium of the Welsh language. We welcome and encourage everyone who endeavours to communicate through the medium of Welsh, whatever their level of fluency."
- 1.4 S4C already complies with most of the requirements of the Standards by virtue of our previous Welsh Language Scheme. We note below additional measures that have been put in place to ensure compliance with any new requirements resulting from the Welsh Language Standards.

## 2. Service Delivery Standards – Implementation Plan

| Area                                     | How we intend to comply  | Action Points  |
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| <b>Correspondence</b><br>(1, 4, 5, 6, 7) | <p>We will ensure that staff are aware of and implement the requirements, by organising internal training and publishing Internal Staff Guidance.</p> <p>Staff email signatures will include the following wording:</p> <p><i>"Mae croeso i chi gysylltu ag S4C yn y Gymraeg, ac os byddwch chi'n gwneud hynny byddwn yn ateb yn y Gymraeg ac ni fydd oedi oherwydd"</i></p> | <p>Communication</p> <ul style="list-style-type: none"><li>• Create email signature / wording for correspondence</li><li>• Create Internal Staff Guidelines</li><li>• Establish internal procedure for translation of messages</li><li>• Arrange staff training</li><li>• Brief the Communications Department specifically</li></ul> |

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|  | <p><i>hynny.</i><br/><i>You are welcome to contact S4C in Welsh, and if you do so we will respond in Welsh and this will not lead to any delays."</i></p> <p>We will also ensure the above wording appears on paper correspondence.</p> <p>S4C has a framework agreement with translation companies who can provide translation services to S4C where required.</p>  | <ul style="list-style-type: none"> <li>• Place the guidelines on the intranet</li> <li>• Work with the IT Department in relation to email signatures</li> </ul> <p>IT</p> <ul style="list-style-type: none"> <li>• Provide email signature for staff</li> </ul>   |
| <p><b>Phone calls</b><br/>(8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 19, 20, 22)</p> | <p>We will ensure that staff are aware of and implement the requirements, by organising internal training and publishing Internal Staff Guidance.</p> <p>The majority of our phone calls are transferred to the Viewer's Hotline, where all staff are fluent in Welsh. We will ensure that our non-Welsh speaking staff at the S4C offices offer to transfer calls to a Welsh speaking member of staff where necessary.</p> <p>We will also ensure that S4C staff answer the phone bilingually by saying "es-pedwar-ec / es-four-see" and the name of the department, where appropriate.</p> <p>We will also ensure that security officers at the S4C offices who answer the phones outside office hours transfer calls to the Viewer's Hotline.</p> <p>We will also ensure that messages published on social media regarding the Viewers Hotline contain graphics indicating that persons are welcome to contact S4C through the medium of Welsh.</p> | <p>Communication</p> <ul style="list-style-type: none"> <li>• Create Internal Staff Guidelines</li> <li>• Establish internal procedure for transferring phone calls</li> <li>• Arrange staff training</li> <li>• Brief the Communications Department, Viewers Hotline, and reception staff specifically</li> <li>• Publish the guidelines on the intranet</li> <li>• Create graphics to accompany any messages that publish the Viewers Hotline number</li> </ul> <p>House Services</p> <ul style="list-style-type: none"> <li>• Assess out of office hours phone calls</li> <li>• Ensure a bilingual message on the answerphone.</li> <li>• Consider and inform security officers on how to deal with phone calls</li> </ul> |
| <p><b>Meetings</b></p>   | <p>We will ensure that staff are aware of and implement the</p>  | <p>Communication</p>  |

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| <p>(24, 24A, 25, 25D, 25, 27, 28, 29, 30)</p>                             | <p>requirements, by organising internal training and publishing Internal Staff Guidelines.</p> <p>We will also ensure that staff contact the communications department before arranging a public meeting in order to ensure compliance.</p> <p>S4C has a framework agreement with translation companies that can provide translation services for S4C where necessary.</p>   | <ul style="list-style-type: none"> <li>• Create Internal Staff Guidelines</li> <li>• Establish an internal procedures for scheduling meetings</li> <li>• Arrange staff training</li> <li>• Brief the Communications Department</li> <li>• Publish the guidelines on the intranet</li> </ul>                           |
| <p><b>Public events</b><br/>(31, 32)</p>                                  | <p>We will ensure that staff are aware of and implement the requirements, by organising internal training and publishing Internal Staff Guidelines.</p> <p>We will also ensure that staff contact the communications department before arranging a public meeting in order to ensure compliance and consistency.</p> <p>S4C has a framework agreement with translation companies that can provide translation services for S4C where necessary.</p>  | <p>Communication</p> <ul style="list-style-type: none"> <li>• Create Internal Staff Guidelines</li> <li>• Establish an internal procedure for arranging public meetings</li> <li>• Arrange staff training</li> <li>• Brief the Communications Department</li> <li>• Publish the guidelines on the intranet</li> </ul> |
| <p><b>Public documents</b><br/>(33, 34, 36, 44, 45, 46, 46A, 46B, 47)</p> | <p>We will ensure that staff are aware of and implement the requirements, by organising internal training and publishing Internal Staff Guidelines.</p> <p>We will also ensure that all documents produced for the public are Welsh or bilingual.</p> <p>We will also ensure that any English version of documents contain the wording: "<i>Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh</i>"</p> <p>S4C has a framework agreement with translation companies that can provide translation services for S4C</p> | <p>Communication</p> <ul style="list-style-type: none"> <li>• Create Internal Staff Guidelines</li> <li>• Establish an internal procedures for translating documents</li> <li>• Arrange staff training</li> <li>• Brief the Communications Department</li> <li>• Publish the guidelines on the intranet</li> </ul>    |

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|  | where necessary.  |   |
| <b>Websites and Digital Material</b><br>(48, 51, 52, 53, 54, 55)   | We will ensure that staff are aware of and implement the requirements, by organising internal training<br><br>We will ensure that any policy on using social media notes the requirements.  | Communication <ul style="list-style-type: none"> <li>• Brief the Communications, Web and Digital Departments</li> <li>• Include the relevant requirements within any Social Media Policy</li> </ul>   |
| <b>Self Service Machines</b><br>(56)                               | We will ensure that any self-service machine is compliant.  | <ul style="list-style-type: none"> <li>• Communications Department, House Services Department responsibility</li> </ul>   |
| <b>Signs</b><br>(57, 58, 59)                                       | We will ensure that any signs are checked to ensure compliance.<br><br>S4C has a framework agreement with translation companies that can provide translation services for S4C where necessary.  | Communication / House Services <ul style="list-style-type: none"> <li>• Create a template for temporary signs</li> <li>• Publish the signs template on the intranet</li> <li>• Brief the House Services Department</li> </ul>   |
| <b>Reception Service</b><br>(60, 63, 64)                           | We will ensure that staff are aware of and implement the requirements, by organising internal training<br><br>We will order signs to state that persons are welcome to use the Welsh language at the reception.<br><br>We will order work badges noting that the reception staff can speak Welsh.   | Communication / House Services <ul style="list-style-type: none"> <li>• Order and place a sign in the reception at the Cardiff and Caernarfon Office</li> <li>• Order badges and ensure that they are worn by the reception staff</li> <li>• Brief the reception staff</li> </ul> |
| <b>Public Notices and Tenders</b><br>(65, 66, 72, 73, 73A, 75, 76) | We will ensure that staff are aware of and implement the requirements, by organising internal training.<br><br>We will adapt standard templates to note the requirements, including wording to state that tenders may be submitted in Welsh, and that tenders submitted in Welsh will not be treated less favourably than tenders submitted in English. | Legal <ul style="list-style-type: none"> <li>• Amend the standard tender documents</li> <li>• Amend the internal tender guidelines</li> </ul>   |

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|  | <p>We will amend the internal standard templates noting the requirements.</p> <p>S4C has a framework agreement with translation companies that can provide translation services for S4C where necessary.</p> |  |
| <b>Promoting Welsh Services and Corporate Identity</b><br>(77, 78, 79) | We will ensure that staff are aware of and implement the requirements, by organising internal training.  | <ul style="list-style-type: none"> <li>• Communications Department responsibility</li> </ul> |
| <b>Education Courses</b><br>(80)                                       | We will ensure that staff are aware of and implement the requirements, by organising internal training.  | <ul style="list-style-type: none"> <li>• Communications Department responsibility</li> </ul> |
| <b>Public Address Systems</b><br>(83)                                  | We will ensure that staff are aware of and implement the requirements, by organising internal training.  | <ul style="list-style-type: none"> <li>• House Services Department responsibility</li> </ul> |

### 3. Promoting and Facilitating

#### 3.1 Promoting Services

- 3.1.1 Since adopting its Welsh Language Scheme in order to comply with the Welsh Language Act 1993, S4C has implemented the principle that, when dealing with the public in Wales, we will treat Welsh and English equally. In complying with the new requirements in accordance with the Welsh Language (Wales) Measure 2011, S4C will continue to adhere to that core principle.
- 3.1.2 S4C is committed to developing and facilitating the use of Welsh internally and to help the public in Wales use Welsh as part of their everyday life. Being 'Welsh' is one of our core values: "The Welsh language is central to everything we do. We celebrate the culture and lives of the people of our country through the medium of the Welsh language. We welcome and encourage everyone who endeavours to communicate through the medium of Welsh, whatever their level of fluency."
- 3.1.3 S4C's corporate identity has always been entirely Welsh or bilingual its nature. Our name, contact details, logo, slogans and other standard information will continue to appear in Welsh or bilingually on all materials that displays our corporate identity. We are the only Welsh broadcaster in the world. We are therefore confident that the public in Wales are aware of S4C's Welsh ethos and welcome communication through the medium of Welsh. We will make every effort to increasingly

promote our services through the medium of Welsh where required.

## 3.2 Staff Awareness

- 3.2.1 In order to promote and facilitate the work of implementing the standards, S4C has produced and updated its staff guidelines. They include:
- Internal Staff Guidelines
  - Note on the Translation Framework Agreement
  - Guidance on Arranging Meetings
  - Policy on Using the Welsh Language Internally
- 3.2.2 These guidelines are available to staff (including temporary staff) on S4C's intranet and have been promoted to all staff via email.
- 3.2.3 In addition to the above documents, S4C has a section on its intranet that includes a template for signs, 'out of office' messages and other various guidelines to facilitate the implementation of the Standards and the use of the Welsh language at S4C.
- 3.2.4 Before receiving its Final Notice, the S4C Legal Department held meetings with the relevant heads of departments to discuss and consider the relevant standards. This was an opportunity for the different departments to express any concerns regarding the individual Standards and to consider the best ways to implement the Standards within the different departments.
- 3.2.5 S4C has held 'Introduction to the Welsh Language Standards' sessions to all staff and the heads of departments have promoted the requirements during their regular team Briefs. In addition, all departments have received training that has been specially tailored to the requirements of their departments.
- 3.2.6 New staff will receive information about the requirements of the Welsh Language Standards during the induction process and will receive appropriate training as required.
- 3.2.7 By ensuring that staff (including temporary staff and new staff) are aware of the requirements and implement them at all times, this will inevitably ensure that the services offered by S4C in complying with the Service Delivery Standards are being promoted and facilitated.

3.2.8 In addition to the above, S4C will continue to assist staff to work through the medium of Welsh by means of the following (amongst others). By creating a Welsh internal ethos among staff, S4C's aim is that this will promote and facilitate the use of Welsh S4C services externally:

- Facilitating greater use of the Welsh language in internal meetings through verbal contributions, agendas and minutes;
- Ensuring that forms, standard letters and internal electronic templates are available bilingually;
- Increasing the use of the Welsh language in internal emails;
- Increasing the use of the Welsh language in simple correspondence, internally and with the public by drafting them in Welsh first.

3.2.9 We will also continue to try to increase the use of information technology through the medium of Welsh by:

- Increasing the practice of writing email messages in Welsh;
- Installing the 'Cysgliad' software package which includes a Welsh spellchecker (CySill) and a dictionary resource (CysGair) on personal computers;
- Learning how to insert accents (e.g. circumflex) in Welsh text;
- Providing a place or places on the intranet to install a set of prepared translations, whether they be documents, standard letters, forms or useful phrases; links with vocabulary and grammatical resources; and links with online learning resources;
- Installing Welsh interfaces on personal computers (where such interfaces are available).

### 3.3 **Translation and advice**

3.3.1 S4C has a framework agreement with a number of professional translation companies that can provide text and simultaneous translation services to S4C at short notice if required. This will facilitate the provision of a bilingual service and ensure that there are no delays when dealing with the public in a bilingual manner.

3.3.2 S4C's Legal Department is always available to offer guidance and advice to S4C staff on all aspects of compliance with the Standards.

### 3.4 **Staffing**

3.4.1 S4C will continue to ensure that Welsh speakers with the relevant skills are available to communicate with the public. S4C identify those jobs where the ability to speak Welsh is essential or desirable and this will be noted in the relevant job advertisements.



- 3.4.2 S4C will ensure that all every person responsible for appointing staff at S4C are aware of the requirements of the relevant Standards and assesses the need for fluency in Welsh before appointing to any role at S4C.
- 3.4.3 Because of the nature of S4C and its aims, it is obvious that S4C will consider linguistic ability as one of a number of relevant skills when appointing staff. This will be identified in the advertisements and in the job descriptions. S4C’s application forms will be bilingual, and all following communication with candidates will be in the individual’s language choice.
- 3.4.4 Where S4C considers that the ability to speak Welsh is essential for a particular role but has failed to attract a suitable candidate who speaks Welsh, then S4C will consider offering the job to a non-Welsh speaking candidate but on the condition that he or she reaches an acceptable level of fluency within a specified period.
- 3.4.5 S4C will use a recognised assessment system to measure fluency where necessary.
- 3.4.6 S4C will encourage and support staff to learn Welsh and will ensure that Welsh lessons are available to those members of staff who wish to learn from scratch or to improve their language skills, whether or not knowledge of Welsh is essential for their role.
- 3.4.7 By ensuring a sufficient number of staff, and by raising the confidence and language standards amongst staff who are learning or improving their Welsh language skills, we will facilitate the provision of all relevant services through the medium of Welsh.

**3.5 Working in partnerships**

- 3.5.1 When we work in partnership, we will seek to ensure that any public service aspects conform to this Implementation Plan.
- 3.5.2 When we join a partnership led by another organisation, wherever possible our input will conform to this Implementation Plan and we will encourage the other partners to conform to this Plan. This will ensure the promotion of the provision of Welsh language services beyond S4C.

**4 Policy Making Standards – Implementation Plan**

| Area                         | How we intend to comply                              | Action Points |
|------------------------------|--|---------------|
| <b>Creating, revising or</b> | We will ensure that staff are aware of and implement | Communication |

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| <b>adapting a policy</b><br>(84, 85, 86)                 | the requirements, by organising internal training.<br><br>We will also create a template form for the S4C Authority papers noting the requirements and ensuring that such forms are completed each time a relevant policy decision is made. This will ensure that the S4C Authority verifies that S4C is complying with the requirements. | <ul style="list-style-type: none"> <li>• Arrange staff training</li> <li>• Brief the Corporate and Commercial Department, the Strategy Board and Heads of Departments</li> </ul> S4C Authority <ul style="list-style-type: none"> <li>• Ensure that the S4C Authority are aware of the requirements</li> <li>• Create a template form for the S4C Authority to verify compliance</li> </ul> |
| <b>Publishing consultation documents</b><br>(87, 88, 89) | We will ensure that the relevant staff are aware of and implement the requirements, by organising internal training.  | Communication <ul style="list-style-type: none"> <li>• Arrange staff training</li> <li>• Brief the Corporate and Commercial Department, the Strategy Board and Heads of Departments</li> </ul>  |
| <b>Policy research</b><br>(91, 92, 93)                   | We will ensure that the relevant staff are aware of and implement the requirements, by organising internal training.  | Communication <ul style="list-style-type: none"> <li>• Arrange staff training</li> <li>• Brief the Insight Department</li> </ul>  |

## 5. Overseeing

- 5.1 This Implementation Plan has been approved by the S4C Authority which has given full authority to the Chief Executive and the S4C Management and Strategy Board to implement it. The S4C Authority will monitor the implementation of this Implementation Plan.
- 5.2 The Chairman and the S4C Chief Executive give their full support to this Plan and intend to emphasize to staff that they wish to see it implemented.
- 5.3 S4C will ensure that all of the principles of this Implementation Plan are communicated to S4C staff.
- 5.4 Each S4C department will be responsible for the implementation of the Welsh Language Standards relevant to their work in their respective departments, including record keeping and monitoring.

- 5.5 This Plan will be published to our staff and to the public. It will be published in a prominent position on our website. The address is [www.s4c.cymru](http://www.s4c.cymru).
- 5.6 Our current monitoring and record keeping procedures will include a reference to progress in the implementation of this Implementation Plan, as appropriate.
- 5.7 The Annual Reports on the Standards will be presented to the S4C Authority before it is sent to the Welsh Language Commissioner, to ensure that the S4C Authority is aware of progress made in relation to the Welsh Language Standards and to highligh areas which may require improvement.

## 6. Operational Standards – Implementation Plan

| Area   | How we intend to comply   | Action Points  |
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| <b>Policy on Using Welsh Language Internally</b><br>(94) | We will develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language and will ensure this document is published on our intranet.  | Communication <ul style="list-style-type: none"> <li>• Communication Department to draft and publish the policy internally</li> </ul>  |
| <b>Employment Documents</b><br>(95-99)                   | <p>We will continue to ask every new member of staff if they wish to receive an employment contract in Welsh.</p> <p>We will continue to ask all members of staff if they wish to receive correspondence relating to their employment through the medium of Welsh.</p> <p>We will continue to ask all members of staff if they wish to receive correspondence relating to their training requirements, performance objectives and career plans through the medium of Welsh and provide such documents in their chosen language.</p> | <ul style="list-style-type: none"> <li>• Human Resources Department responsibility</li> </ul>  |
| <b>Employment Forms</b><br>(100)                         | We will work towards ensuring that our Human Resources software is entirely bilingual.  | <ul style="list-style-type: none"> <li>• The Human Resources department to work with the IT department to identify software options and ensure compliance by 25 July 2018</li> </ul> |

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| <b>Human Resources Policy</b><br>(101-107)                          | We will continue to ensure that our relevant policies are bilingual or in Welsh only.   | <ul style="list-style-type: none"> <li>• Human Resources Department responsibility</li> </ul>   |
| <b>Complaints and Discipline</b><br>(108, 108A, 110-112A, 114, 115) | <p>We will adapt our current policies and internal procedures to meet the requirements, including:</p> <ul style="list-style-type: none"> <li>• Disciplinary Policy and Procedure</li> <li>• Grievance Policy and Procedure</li> <li>• Revealing Wrongdoing or Inappropriate Working Practices Policy</li> </ul> <p>We will inform staff of the changes by publishing the policies on our intranet and informing staff that our policies have been updated.</p> <p>We will also ensure that the Human Resources Department staff are aware of and implement the requirements by organising internal training.</p> | <p>Human Resources</p> <ul style="list-style-type: none"> <li>• Adapt the relevant policies</li> <li>• Publish the new policies and inform staff</li> </ul>                                     |
| <b>Software</b><br>(116)  | <p>We will continue to ensure that Welsh spelling and grammar checking software and Welsh interfaces for software (where interfaces are available) are available on staff computers including:</p> <ul style="list-style-type: none"> <li>• Cysgliad Software</li> <li>• Welsh Interface for Outlook</li> <li>• Welsh Interface for Microsoft Word</li> </ul> <p>We will include this information on our intranet in order to ensure that staff are aware of what is available and how to install them on their computers.</p>  | <ul style="list-style-type: none"> <li>• Responsibility of the IT Department</li> <li>• Communications Department to ensure that guidance is available on the intranet</li> </ul>               |
| <b>Intranet</b><br>(117, 120-122)                                   | We will publish a competitive process to invite companies to offer a new intranet service for S4C in order to ensure that we comply with the requirements.  | <ul style="list-style-type: none"> <li>• Communications Department to work with the Legal Department in order to publish a competitive process and ensure compliance by 25 July 2018</li> </ul> |

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|  | We will ensure that a policy on using Welsh internally is published on the intranet, as well as a page setting out information on the Standards along with support materials to promote the Welsh language and support staff whilst using the Welsh language.   | <ul style="list-style-type: none"> <li>• Communications Department to publish the relevant documents</li> </ul>   |
| <b>Language Skills Assessment</b><br>(123) | We will ask staff to self-asses their language skills and respond to the Human Resources Department.  | <ul style="list-style-type: none"> <li>• Human Resources Department to email Staff</li> </ul>   |
| <b>Training and Induction</b><br>(124-129) | <p>We will continue to ensure that our Human Resources Department ask staff which language they would like to receive any training before organising such training.</p> <p>We will include information about the different types of training available through the intranet.</p> <p>We will continue to offer staff basic Welsh lessons, and lessons to improve their Welsh language skills free of charge during working hours.</p> <p>We will conduct staff training to raise awareness of the Welsh language, the Standards and how to use Welsh in the workplace.</p> <p>We will add information to raise awareness of the Welsh language as part of the induction process for new staff.</p> | <p>Human Resources</p> <ul style="list-style-type: none"> <li>• Work with the Communication Department to ensure a list of training is available on the intranet</li> <li>• Organise training on awareness of the Welsh language for new staff</li> </ul> <p>Communication</p> <ul style="list-style-type: none"> <li>• Organise Staff Training on awareness of the Welsh language</li> </ul> |
| <b>Email signature</b><br>(130, 131)       | <p>Staff will be asked to self-asses their Welsh language skills and respond to the Human Resources Department. Staff email signatures will include wording denoting whether they are fluent or are learning Welsh. We will continue to ensure that staff contact details appear bilingually in email messages.</p> <p>We will ensure that staff are aware of the requirements to</p>   | <p>Communication</p> <ul style="list-style-type: none"> <li>• Create a new email signature</li> <li>• Work with the IT department in relation to the email signature</li> </ul> <p>IT</p> <ul style="list-style-type: none"> <li>• Provide a new email signature for staff</li> </ul>   |

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|  | include Welsh wording in 'Out of Office' messages and publish a document with such bilingual messages on our intranet.  |  |
| <b>Language Assessment for Vacancies</b> (132, 132A) | <p>We will ensure that managers are aware of and implement the requirements by organising internal training.</p> <p>We will ensure that the Human Resources Department's checklist for publishing new positions has been amended to reflect the requirements.</p>   | <p>Human Resources</p> <ul style="list-style-type: none"> <li>• Amend checklist to reflect the requirements</li> </ul> <p>Communication</p> <ul style="list-style-type: none"> <li>• Organise Staff Training</li> </ul>                        |
| <b>Advertising Jobs</b> (133-133B, 135, 136)         | We will ensure the 'Personal Specification' and 'Application Form' template documents are amended to reflect the requirements.  | <p>Human Resources</p> <ul style="list-style-type: none"> <li>• Amend the standard documents to reflect the requirements</li> </ul>  |
| <b>Signs in the Workplace</b> (137-139)              | <p>We will ensure that the relevant staff are aware of and implement the requirements by organising internal training.</p> <p>We will create a document that includes general wording for signs in order to ensure that it's possible to ensure the creation and displaying of temporary signs at short notice.</p> | <p>Communication</p> <ul style="list-style-type: none"> <li>• Work with the House Services Department to ensure compliance with the requirements</li> <li>• Create a document with the standard wording and publish on the intranet</li> </ul> |